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TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
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Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO

No: 05-20

DATE: 06/16/2005

FS	☒	MA	☒	SC	☐
CTS	☐	CC	☒	W-2	☒
FSET	☐	EA	☐	CF	☐
JAL	☐	JC	☐	RAP	☐
WIA	☐	Other EP	☐★		

PRIORITY: HIGH

SUBJECT: **Functional Screen Information Access Being Added to MCI**

CROSS REFERENCE: Operations Memo 05-01

EFFECTIVE DATE: June 20, 2005

PURPOSE

Effective June 17, 2005, Functional Screen Information Access (FSIA), the Wisconsin public assistance program that collects information on Long-Term Care (LTC) requests, will begin using Master Customer Index (MCI) for individual data validation. With this change, workers using the CARES system, will see a new field on CARES Mainframe screen CRIS and new values will appear on the Individual Clearance List page in CARES Worker Web (CWW). You may also begin to see matches returned on individuals known to MCI (though FSIA) which are not known to CARES.

BACKGROUND

The Master Customer Index (MCI) was built to accommodate the exchange of customer information between public assistance systems. It allows multiple systems to share a single, unique identifier for an individual so that when information about an individual is exchanged, we are sure it is the same individual. Beginning in June 2005, FSIA will start using MCI for validation purposes.

NEW PROCESS

Effective June 20, 2005, a new field will be displayed on CARES Mainframe screen CRIS. The new field indicates if the individual's name is: S = SAME (known to CARES with the same name), D = Different (known to CARES but with a different name), or N = Not (Not found in CARES).

Example 1
Mary Jones, with SSN 112231099, presents herself at the county agency, requesting Medical Assistance. When Mary received assistance in the past, she was known as Mary Smith. She has recently gotten married and changed her name to Mary Jones.

```
CRIS              INDIVIDUAL CLEARANCE LIST              05/20/05 10:37
 AGENCY:  40  RFA : 7000598778   WORKER: XCTA69      XCTA65 Y NAGARIMADU
 PIN  : 7001628191

   SSN            FIRST    MI      LAST          SUF       DOB       S
  112 23 1099  MARY                JONES                 05 05 1955   F

 S   SSN           FIRST    MI    LAST    SUF    NT     DOB      S SCORE CARES

 _ 112 23 1099  MARY              JONES            1     05 05 1955   F    100        D

 _ 259 25 9259 MARY              JONES            1     05 06 1955   F    90       N
```

In the example above, Mary is known to CARES, on an old, closed case, as <MARY SMITH> with SSN 112231099. Mary is also known in MCI (from another program) as <MARY JONES>, with the SSN 112231099. During the clearance process, you would select <MARY JONES> as the match because the match is 100% based on the verified SSN data in CARES. The <D> under the <CARES> field indicates that she was previously known to CARES with a different name (Mary Smith).

Example 2
Had Mary stated her name was Mary Smith, CARES would display the following:

```
CRIS              INDIVIDUAL CLEARANCE LIST              05/20/05 10:37
 AGENCY:  40  RFA : 7000598778   WORKER: XCTA69      XCTA65 Y NAGARIMADU
 PIN  : 7001628191

   SSN            FIRST    MI      LAST          SUF       DOB       S
  112 23 1099  MARY                SMITH                 05 05 1955   F

 S   SSN           FIRST    MI    LAST    SUF    NT     DOB      S SCORE CARES

 _ 112 23 1099  MARY              SMITH            1     05 05 1955   F    100     S
```

CWW MCI Clearance with SSN

On the CWW Individual clearance results page, you will begin seeing "Different", "Same", and "Not Found" under the "Name in CARES is" field.
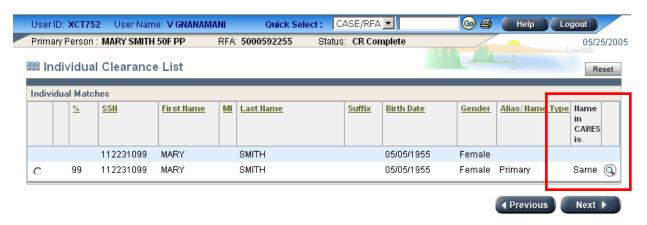
Current View for Different
In this example, the current view of the Individual Clearance List page will show the following:

Current View for Same:
Should Mary have presented herself as Mary Smith, the current view of the Individual Clearance List page would show the following:

Current View for Not Found:
Had Mary Jones presented herself without providing an SSN, the current view of the Individual Clearance List page would show "Not Found" in the "Name in CARES is " field because Mary Jones is not known to CARES.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JE